



V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization Project

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Director's Update New System Success Stories!

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In the seven months since we implemented the new system in Region 1, we have heard many stories from clients and V-CAN members about ways the new tools make public assistance easier to manage and how the new system provides better support for clients finding jobs. I would like to share two of those stories with you.

St. Elizabeth - Catholic Charities provides adoption, supported living, maternity, counseling and transitional housing services. As a V-CAN member serving clients in New Albany, which implemented the new

system in late March, St. Elizabeth - Catholic Charities has helped two children in the organization's adoption program apply for benefits in the new system. "The new tools, especially the online application, have been very user friendly," said Chris Robertson. "A child in our adoption program qualifies for Medicaid, and by using the online application, we've been able to complete the application for the child right in our office. This has saved St. Elizabeth's time and resources and allowed this child to apply for much needed services."

It's great to hear stories like the experience at St.

Elizabeth - Catholic Charities. The new tools available to apply for public assistance provide flexibility and convenience for applicants, clients and organizations serving them.

In addition to the experience by St. Elizabeth's, I also want to share the story of a client in Howard County. Cellilia visited the Howard County office this spring to apply for assistance. At the end of her visit, she expressed her satisfaction with the new system and has allowed me to share her story.

Cellilia told workers in the Howard County office that she was extremely satisfied

Continued on Page 2

Inside this Edition

Director's Update	1/2
Reminder for New System Counties!	1
V-CAN Profile	2
New System 101	3
Regional Spotlight	3
Q&A Corner	4
Healthy Indiana Plan (HIP) Update	4

Reminder for New System Counties!

For V-CAN members and Authorized Representatives located in counties with the new system, the old paper applications (State Form 30465/FI 2400 Application for Assistance – Food Stamps, Cash Assistance, Health Coverage), commonly referred to as "2400 applications" are no longer accepted. Some external agencies have used these paper applications in the past with their clients; however, the new Indiana Application for Assistance has replaced the "2400 application." In the future, please use one of the following application methods:

- Online at www.in.gov/fssa, click on "Apply for Benefits/Manage Your Benefits;"
- Over the phone at 1-800-403-0864, an application will be mailed to you;
- Print the online application and complete by hand; or
- Apply at your local DFR office.

Note: Hoosier Healthwise applications (i.e., purple paper applications) are still accepted in the new system. Applicants can use the paper Hoosier Healthwise applications or one of the methods listed above to apply for Hoosier Healthwise.

V-CAN Registration

(Statewide, as of 5/16/08)

Access Points.....421

Publicized...152

Non-Publicized...269

Referral.....279

Informational.....389

Total.....1089

New! Online Case Status Enhancements

The following enhancements have been implemented and are available for clients and Authorized Representatives when checking case status online:

- Details on Pending Verification Notices (i.e., 2032's) such as the specific documents needed to process pending cases
- Link to the Authorized Representative Form

Note: Additional enhancements to online case status will occur in summer 2008.

Director's Update, continued

with her experience at the local office. Celilia said the worker she met with was very concerned about what she needed out of the system and what she could do to help Celilia attain her goals. During her visit, Celilia applied for assistance and was given referrals to the local WorkOne office to begin a job search and to a local agency for child care assistance. She also received information about

upcoming IMPACT workshops which she will attend to work toward becoming more self-sufficient. She is excited about getting a better job and wants to work at the local office one day so she can help others the way the local office staff helped her.

It's gratifying to hear stories like Celilia's! As with any large-scale system change, we've experienced some

challenges and are working to address those issues. However, we have also made positive steps toward helping Indiana's most needy citizens, and those steps are benefiting agencies and clients throughout the state. Please share your success stories with us at vcn@us.ibm.com.

V-CAN Profile: [Vigo County Library](#)

This V-CAN Profile is the fourth in a series of profiles highlighting V-CAN members throughout Indiana.

The Vigo County Public Library has served the Terre Haute community since 1882. All five branch locations of the Vigo County Public Library are publicized V-CAN Access Point sites, offering computer access to patrons interested in applying for or managing public assistance benefits such as Cash Assistance (TANF), Food Stamps or Medicaid.

The library provides free computer and Internet access to all patrons. There are 50 computers available and the library offers a variety of beginner and intermediate computer classes. The library is also committed to providing patrons with the latest information and access to

federal, state and local government program websites, including the FSSA homepage to apply for or manage public assistance.

Serving as a facility that offers e-government services is part of the library's strategic plan adopted by the Vigo County Public Library Board of Trustees. Being a publicized V-CAN Access Point also fits within the library's purpose, which is to help improve the quality of life by offering materials, services, and programs not readily accessible elsewhere in the community.

"A component of our mission is to be service oriented and complement the objectives of other community agencies and institutions by sharing resources with those who need them," said Vigo County Public Library Director Nancy Dowell.

"Being a publicized V-CAN Access Point truly fits the library's mission of offering technology to meet all of the needs of our patrons."

Since the implementation of the new system in Vigo County, a number of library patrons have used the library's computers to apply for or manage their public assistance benefits. By providing access to the Internet for clients in Vigo County, the Vigo County Public Library has enhanced services while living the library's mission and purpose to meet the needs and promote the well being of the community.

If you would like more information about the Vigo County Library, please email Nancy Dowell at ndowell@vigo.lib.in.us or visit the Vigo County Library website: www.vigo.lib.in.us.

New System 101: Updated Tips for V-CAN Members

Through interactions with our V-CAN members, we share tips to promote the fast and accurate processing of applications. We also identify procedures that have changed or should be used more consistently. Highlighted here are a few of these procedures, most of which are especially relevant to agencies heavily involved in Medicaid services. The V-CAN User Guide, Helpful Tips for V-CAN Access Points and/or Q&A documents on our website will be updated, as appropriate:

Tip 1: Babygram Procedure

When adding newborns to existing Medicaid cases, please FAX the birth announcement with "Babygram" and the mother's name at the top of the page. Please FAX each Babygram individually, rather than with a

set of Babygrams, and DO NOT include a case-specific coversheet with this FAX.

Tip 2: FAXing Documents

When FAXing documents to the Document Center, be sure to send individual FAXes for each client's application or paperwork, whether you are FAXing an application, Authorized Representative form, Babygram or supporting document with cover sheet. Do not send one FAX with information for multiple clients. This will help improve processing time and make sure applications and supporting documents are attached to the correct case files.

Tip 3: Hoosier Healthwise Application – Question 14

When completing Hoosier Healthwise applications, Question 14 of the application

labeled "Assignment of Rights" should be signed when a pregnant adult woman applies for Hoosier Healthwise; a non-applicant parent who is applying only for children does not have to sign Question 14. *NOTE: the lack of a signature on Question 14 does not invalidate the application.*

Tip 4: "12-month letters" regarding eligibility for billing purposes

EDS no longer requires "12-month letters" to come from the FSSA Division of Family Resources (DFR). A banner on www.indianamedicaid.com on May 6, 2008, communicated this to all Medicaid providers and is provided as a reminder: "Billing Guidelines for Retroactive Eligibility - Utilize the following billing instructions when billing a claim that is past the filing limit and the member was awarded retroactive

eligibility. In the case of retroactive member eligibility, claims must be submitted within one year of the eligibility determination date. Attach a letter behind the claim explaining the circumstances of the retroactive eligibility. EDS claims processing will review the eligibility award date in IndianaAIM for appropriate processing of the claim. Providers are not to contact the Division of Family Resources/Service Center for documentation of retroactive eligibility."

The V-CAN User Guide and Helpful Tips for V-CAN Access Points document are posted at www.in.gov/fssa, click "Eligibility Modernization" and "Communications."

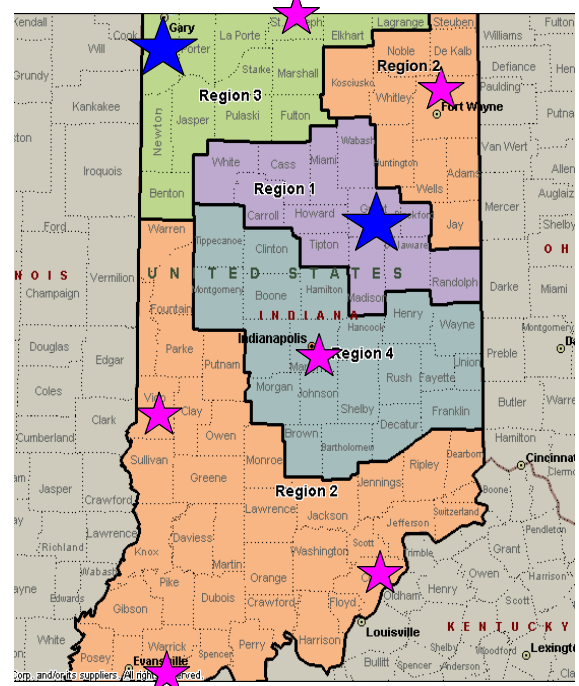
Regional Spotlight: Regional Implementation Update

FSSA and the IBM-led Coalition implemented new ways to apply for and manage public assistance in the counties located in Region 1 on October 29, 2007. A portion of Region 2 counties (West/Southeast) were implemented on March 24, 2008 and the remaining counties in Region 2 (Southwest/Northeast) started using the new system on May 19, 2008.

To date, approximately 35% of Indiana's public assistance population is using the new system to apply for and manage cash assistance (TANF), Food Stamps and Health Coverage. In Regions 1 and 2, there are 59 local DFR offices (one in each county) and 232 V-CAN Access Point sites where Hoosiers can apply for or manage benefits by using a computer or phone!

FSSA and the IBM-led Coalition are working toward implementation of Region 3 in late summer 2008 and Region 4 in early fall 2008 to complete the transition to the new system. Training for V-CAN members in these regions will occur prior to implementation. An update on Region 3 implementation and training for V-CAN members located in Region 4 will be provided in the next issue of the *V-CAN Connector*.

Regional Implementation Map



Q&A Corner



Q: Can I print a case-specific Document Coversheet after I've completed the application?

A: A case-specific Document Coversheet is created with the initial application and can be copied for future use *with that applicant*. An enhancement to the online

case status tool (coming soon!) will allow clients and Authorized Representatives to print a case-specific Document Coversheet.

Q: How can applicants or Authorized Representatives verify proof of eligibility?

A: Proof of eligibility can be obtained by using the online case status tool or automated phone system to check case status. FSSA and the IBM-led Coalition are developing an enhancement to the online case status tool that will allow applicants and Authorized Representatives to print a Proof of Eligibility form. This enhancement is scheduled for implementation in early summer 2008.

Q: Is it possible to send an application by certified mail to the Service Center?

A: Yes. The Grant County Service Center has the ability to receive and process applications and supporting documents by certified mail. Applications and supporting documentation can be mailed (either standard or certified) or FAXed to the FSSA Document Center. Please remember that there are two post office boxes where applications can be sent: P.O. Box 1810 is for cash assistance (TANF), Food Stamp and Medicaid (including Hoosier Healthwise) applications and supporting documents.

P.O. Box 1630 should be used for Healthy Indiana Plan (HIP) applications and supporting documents.

Q: What triggers the official date of an application?

A: The date a signed application is received by mail or FAX at the FSSA Document Center or the date an application is "date stamped" at a local DFR office is the official date of application. Note: If an application is date stamped at a local office and FAXed to the Doc Center, the date stamp will override the FAXed date.

Healthy Indiana Plan (HIP) Update

In January, FSSA began accepting applications for the Healthy Indiana Plan (HIP). HIP is the first Medicaid expansion in the nation modeled as a high deductible plan and health savings account. The plan is for uninsured Hoosier adults between the ages of 19 and 64. Parents or caretaker relatives of children in the Hoosier Healthwise program are likely candidates for HIP.

FSSA is pleased to announce HIP's success since January. As of May 2008, over 43,000 Hoosiers have applied for HIP. To date, approximately 38,000 HIP applications have been processed; 6,044 applications have been conditionally approved; and another 7,861 applicants have gained insurance coverage through HIP.

Please keep in mind that HIP application processing may take up to 45 days from the time of receipt; however, it could take longer if the application is not complete with necessary supporting documentation. If you are working with an applicant to complete a HIP application, make sure to include the appropriate supporting documentation with the application.

If you have questions about HIP eligibility and coverage, benefit plan choice or the HIP application process, call 1-877-GET-HIP-9 or visit www.HIP.in.gov for more information.



How Can You Get More Information?

If you have questions about Eligibility Modernization or the V-CAN, there are several ways you can get more information:

- Attend V-CAN Training prior to implementation in your Region
- Visit www.in.gov/fssa and click "Eligibility Modernization" and "Communications" to review presentations, common questions and answers and other helpful information about the V-CAN and Eligibility Modernization
- Email your questions to vcan@us.ibm.com

The next issue of the *V-CAN Connector* will be published in August 2008 and will include an update on V-CAN Training and regional implementation.

